

[TEAM NAME] Communication Charter

Last Edited, November 14, 2022

What is a Communication Charter?

A Communication Charter is a written document that outlines how a team commits to communicating while working together. The Charter should outline methods of communication, tools and expectations for team members.

Why is this important for our team?

Describe any unique org or logistical challenges your team may have. [Ex. Hybrid or remote workers, time zone conflicts, cultural differences, ect.] Acknowledge and respect different communication styles and always assume your teammates have the best intentions with everything they write, say and do.

Mediums of Communication

List the communication tools used, use cases and expectations for communication within each tool. [Ex, Slack, Email, Google Docs, Video Chats, Miro, Trello, Figma, Jira, ect].

Communication Escalation Process

Discuss and document how the team notifies each other of an issue. Who gets notified, when and how?

Weekly Touchpoints

When and how often does the team meet? Choose days, times and locations for meetings or tools used to meet remotely or provide asynchronous updates. Discuss agendas and expectations for those meetings.

Onboarding

What can a new team member expect as far as team onboarding? What can new project team members expect for project specific onboarding?

Outages

Outline the process for submitting and communicating outages to the team, and any expectations of team members in preparing for an outage.